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| **DZEMAL BIJEDIC UNIVERSITY OF MOSTAR**  **TOURISM STUDIES** | | | | | |
| **Full course title:** | **Hotel management** | | | **Course code: ST209** | |
| **Course level/cycle:** | Undergraduate programme, cycle I | | | Year of study: II/ Semester: 4 | |
| **Course leader:** |  | | | | |
| **Contact details:** | **Consultation hours: Office: E-mail:** | | | | |
| **Total class load:** | **Lectures per week: 2 class hours** | **Practical work classes per week: 2 class hours** | | | **Total class load: 60 class hours** |
| **ECTS credit value:** | 5 ECTS | | | | |
| **Faculty/School/Department:** | TOURISM STUDIES/Bachelor in Tourism Management | | | | |
| **Course status:** | Obligatory | | | | |
| **Pre-requisites:** | None | | | | |
| **Access restrictions:** | Only for students of tourism | | | | |
| **Student workload:** | Acquiring knowledge about the importance and role of the hotel as the most important form of catering accommodation facilities. Introducing students with the most common forms of hotel business organization as well as the functioning of business processes at the hotel. | | | | |
| **Learning outcomes:** | After successful completion of this course students will be able to:   * Explain the organization of hotels and tasks of each department and function of the hotel * to show the specificity of the management of each department and all hotel functions * manage the hotel department * Apply specific management tools in special hotel department types * - Formulate a plan and corresponding reports on the hotel's work department. | | | | |
| **Indicative syllabus content:** | 1. Accommodation and hotel industry: satisfying the needs of guests  2. Division and characteristics of accommodation facilities  3. Characteristics of individual types and types of hotels  4. Categorization of hotels  5. Hotel industry in the world: structure and current trends  6. Competition in the hotel industry: the international market  7. Strategic and Operational Management in Hotel Management  Contemporary concepts of hotel management  9. The functions of management and organization in the hotel  10. Control at the hotel  11. Human resources management at the hotel  12. Planning and development of hotel projects  13. Investing in hotel business  14. Project development process  15. Evaluation of the affordability of hotel projects | | | | |
| **Learning delivery:** | Lectures, computer exercises, case processing, field work - visits to hotels | | | | |
| **Other students’obligations (if required):** |  | |  | | |
| **Assessment weighting:** | 1. Individual project and presentation - 50%  2. Active participation in all forms of teaching - 10%  3. Test 40% | | | | |
| **Essential reading:** | 1. Hayes, D.K., Ninemeier, J.D. (2005), Managing Hotel Business, M plus, Zagreb  2. Medlik, S., Ingram H. (2002), Hotel business, Golden marketing, Zagreb.  3. Hayes, D.K., Ninemeier, J.D. (2006), Foundations of Lodging Management, Pearson, Prentice Hall, New Jersey. | | | | |
| **Course quality assessment:** | Student polls | | | | |